



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Verizon North Inc.
for quarter ending September 30, 2009

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$6,362.95	\$2,858.75	\$2,514.36	\$11,736.06
B. Number of credits issued for repairs - 24 - 48 hours	195	242	280	717
C. Number of credits issued for repairs - 48 - 72 hours	69	62	79	210
D. Number of credits issued for repairs - 72 - 96 hours	53	15	14	82
E. Number of credits issued for repairs - 96 - 120 hours	64	16	10	90
F. Number of credits issued for repairs > 120 hours	22	9	3	34
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	217	1,789	937	2,943
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$15,301.88	\$7,358.20	\$3,333.34	\$25,993.00
B. Number of installations after 5 business days	379	349	251	979
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	105	62	16	183
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	445	13	356	814
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$5,600.00	\$14,800.00	\$9,300.00	\$29,700.00
B. Number of customers receiving credits	113	401	187	701
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	14	3	17

Comments